



Updated September 2, 2020

## **Child Care and COVID-19 Frequently Asked Questions for Parents**

*Note: This information will be updated frequently. Please check back regularly for updates.*

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### **CHILD CARE OPTIONS**

#### **Where can we find child care if our child's school or child care center has closed?**

Utah's child care resource and referral system, Care About Childcare, is available to help families locate child care for their children. Families can contact Care About Childcare at [careaboutchildcare.utah.gov](https://careaboutchildcare.utah.gov). If you don't have access to the internet, please call 1-800-670-1552.

#### **Where can we find child care for our school-age children on distance-learning days when they are not attending school in the school building?**

Utah's child care resource and referral system, Care About Childcare, is available to help families locate child care for their children. Families can contact Care About Childcare at [careaboutchildcare.utah.gov](https://careaboutchildcare.utah.gov). If you don't have access to the internet, please call 1-800-670-1552.

Families may also contact the Utah Afterschool Network at [www.utahafterschool.org](https://www.utahafterschool.org) to find programs exclusively offered for school-aged children.

**If I am unable to work because I am sick or need to care for my child, what resources are available for my family?**

Visit [jobs.utah.gov/assistance](https://jobs.utah.gov/assistance) to learn about assistance programs you may qualify for through Workforce Services. You may also call 2-1-1 or go to [211utah.org](https://211utah.org) to learn more about supportive services available in your community.

**Should I still send my child to child care?**

That is a decision your family will need to make given your concerns and your needs. For the latest information regarding COVID-19, visit [coronavirus.utah.gov](https://coronavirus.utah.gov).

**If my child's school closes, is it appropriate to put my child in a child care program? If not, what should I do?**

If your child is exhibiting any signs of illness, the child should stay home and your family should find a responsible adult to watch the child in your home. If you need to pay for child care, Workforce Services provides child care assistance to working families to help offset the cost of child care. Specific income limits and work requirements must be met. To apply online, go to [jobs.utah.gov/mycase](https://jobs.utah.gov/mycase).

If your child is healthy, families are strongly encouraged to first try to arrange care from friends, families and others in your community who may not be working during this time. The capacity of the child care system will be focused on meeting the needs of the state's essential employees, such as first responders, health care professionals and others working to meet the health needs of Utah's sick and vulnerable residents. If formal child care is your only option, contact Care About Child Care at [careaboutchildcare.utah.gov](https://careaboutchildcare.utah.gov). If you don't have access to the internet, please call 1-800-670-1552.

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**CHILD CARE ASSISTANCE PROGRAM (I.E. CHILD CARE SUBSIDIES)**

**Are there resources available to cover the costs of child care, which is a new expense for our family now that schools are providing a combination of distance learning and onsite education or moving to exclusively distance learning education?**

Yes. Workforce Services provides child care assistance to working families to help offset the cost of child care. Specific income limits and work requirements must be met. During this time, Workforce Services has temporarily increased the income limits to

qualify for child care assistance. This will allow more families to qualify for child care assistance. To apply online, go to [jobs.utah.gov/mycase](https://jobs.utah.gov/mycase).

**Will I lose my eligibility for Workforce Services child care assistance if I am unable to work or unable to use child care services temporarily due to health concerns?**

If you are currently receiving Employment Support Child Care, you will remain eligible through the end of your 12-month certification period. Please be sure to complete any upcoming child care reviews if you have any that are due.

**I work everyday but my school-age child's school is only offering onsite school a few days each week. The other days of the week the school is only offering distance-learning (i.e. remote learning). Are child care subsidies available for these distance learning days?**

Yes. Child care may be used on days when the school is only offering distance learning. Payment increases may be available for children increasing from part-time to full-time care; however, a family will not receive additional funds if the child is already receiving the maximum amount of care allowable on their case.

For any child that changes to full-time, please report the child's full name, case number and a description of the changes in care to [occ@utah.gov](mailto:occ@utah.gov). The parent may also contact Workforce Services to report this change.

**Do I still need to pay my child care subsidy program co-payment?**

Beginning May 1, 2020, the Department of Workforce Services stopped assessing Workforce Services copayments to families receiving child care subsidy payments. Workforce Services will evaluate this temporary policy change on an ongoing basis and evaluate when it will return to its policy of assessing co-payments. *Although this change applies to copayments assessed by Workforce Services, it does not apply to any additional charges assessed by child care programs.*

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## **SAFETY MEASURES**

**Can I trust emergency child care programs open in my area?**

There are many types of child care settings that are beginning to address needs of our families given the current circumstances. If you have questions regarding a program in your community, contact Child Care Licensing at 888-287-3704 or visit

[childcarelicensing.utah.gov](http://childcarelicensing.utah.gov) to make sure the program is in compliance with the state rules.

**What practices are Utah's licensed child care programs putting in place to protect the health of my child?**

On May 28, 2020, the Child Care Licensing (CCL) program instituted revised health and safety protocols that apply to all child care providers to reduce the transmission of COVID-19. Those protocols were outlined in CCL's [letter](#) issued on that date. These requirements include the following:

Daily Screenings for the following signs:

- Fever
- Dry coughing
- Shortness of breath

*Adults, children and visitors presenting any of these symptoms must contact their health provider before entering the program to determine if they are related to COVID-19 or any other illness.*

Daily Health and Social Practices:

- Constant and proper hand washing for adults and children
- Daily cleaning and disinfecting of materials, toys, bathrooms and surfaces
- Safe practices when sharing toys and materials
- Safe practices when coughing and when touching their faces

**Can I send my other children to child care even if another family member is confirmed sick with COVID-19?**

Your local health authority or your family doctor will give you instructions about who in the household should be quarantined and how to proceed. With these questions and other health-related concerns, please contact the Utah Coronavirus Information Line at 1-800-456-7707.